



Krishal Kumar

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ABOUT ME

I am seeking to further build my career within the Technology and Education vertical and further succeed on my Technical ability to progress into a Software Engineer. I enjoy working in a team environment but am equally happy working independently. My positive attitude comes with flexibility, responsibility and loyalty. Given the opportunity, I can offer ultimate commitment.

My interests include: Doing online courses to further develop my technical skills, going out and exploring nature, spending time with family and friends and collecting whisky.

SKILLS & PROFICIENCIES

- Database management
- Problem solving
- Customer support/service
- Proficient in using SQL server management studio, Postman API, Tableplus software, mySQL, PostgreSQL

EDUCATION & TRAINING

JavaScript Basics for Beginners The Ultimate
Udemy
2021 - present

PHP for Beginners
Udemy
2021 - present

MySQL Bootcamp
Udemy
2020 to 2021

WORK HISTORY

Application Support Specialist

Xplor Education | Sep 2020 - present

Responsible for Data Migrations, Database Management, Custom reporting utilising SQL queries, providing database backups to clients, handling escalations from L1 support, maintaining and providing product knowledge to various teams.

Customer Success Coordinator

Xplor Education | Apr 2019 - Sep 2020

Provide support to the wider team by assigning tickets and answering customer enquiries and respond to enquiries via phone, chat and email and work to ensure every enquiry is answered in accordance with our SLAs. Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Performance Coach

Concentrix Avalon (NZ) | Jun 2018 - Feb 2019

Assist in the creation, documentation, implementation and maintenance of Quality Assurance processes required by both Client and the Business. Evaluate and provide feedback to Technical Support Advisors calls daily. Support Operations Manager and Quality and Training Manager with regards to Quality metrics.

Mac + iOS Level 4 Senior Technical Advisor

Concentrix Avalon (NZ) | Nov 2017 - Jun 2018

Take escalations from Level 1 and Level 2 Advisors and provide them with troubleshooting steps/guides on how to resolve the customers issue. Solving technical issues with media management software on Windows and Mac operating systems.